



STATE OF HAWAII  
DEPARTMENT OF HUMAN SERVICES  
P. O. Box 339  
Honolulu, Hawaii 96809-0339

March 1, 2006

MEMORANDUM

To: All Interested Applicants

From: Lillian B. Koller, Esq. Director

SUBJECT: FOOD STAMP OUTREACH:  
REQUEST FOR PROPOSAL (RFP) HMS 903-06-001

The Department of Human Services (DHS), Benefit, Employment and Support Services Division, Food Stamp Program is requesting proposals from qualified applicants to provide Food Stamp outreach services to individuals potentially eligible for the Food Stamp Program. The aim of the Outreach Plan is to increase the Food Stamp Program participation rate. Outreach services will involve activities related to disseminating information to low income households about the Food Stamp Program and showing them how to apply for benefits. Federal matching funds for Food Stamp Program outreach activities are reimbursable contingent on the State's approval of outreach activities and expenses and Food and Nutrition Service (FNS), United States Department of Agriculture's (USDA) approval of the State's Outreach Plan, and provided expenses and activities are allowed under the FNS, USDA. The contract term will be from April 13, 2006 through June 30, 2006.

Offerors must submit a detailed Budget Projection. The DHS will award one contract under this RFP. A copy of the Food and Nutrition Service, Food Stamp Program, State Outreach Plan Guidance is available on line at:  
<http://www.fns.usda.gov/fsp/outreach/pdfs/Outreach Plan Guidance.pdf>.

Proposals shall be mailed and postmarked by the United States Postal Service on or before March 24, 2006 or hand delivered no later than 4:30pm., Hawaii Standard Time (HST), on March 24, 2006, at the drop-off sites designated on the Proposal Mail-in and Delivery Information Sheet. Proposals postmarked or hand delivered after the submittal deadline shall be considered late and rejected. There are no exceptions to this requirement.

The Food stamp program will conduct an orientation on March 6, 2006 from 9:00 a.m. to 11:00 a.m. HST, at Haseko Building, 820 Mililani Street, Suite 606, Honolulu, Hawaii. All prospective applicants are encouraged to attend the orientation.

The deadline for submission of written questions is 4:30 p.m., HST, on March 11, 2006. All written questions will receive a written response from the State on or about March 17, 2006. Inquiries regarding this RFP should be directed to the RFP contact person, Pamela Higa at 820 Mililani Street, Suite 606, Honolulu, Hawaii 96813, telephone: (808) 586-5728, fax: (808) 586-5744, e-mail: [phiga@dhs.hawaii.gov](mailto:phiga@dhs.hawaii.gov).

State of Hawaii  
Department of Human Services  
Benefit, Employment and Support Services Division  
Food Stamp Program

**Request for Proposals**

**RFP No. 903-06-001**

**Food Stamp Outreach Project**

March 1, 2006

Date Due: March 24, 2006

Note: If this RFP was downloaded from the State Procurement Office RFP Website each applicant must provide contact information to the RFP contact person for this RFP to be notified of any changes. For your convenience, an [RFP Interest form](#) may be downloaded to your computer, completed and e-mailed or mailed to the RFP contact person. The State shall not be responsible for any missing addenda, attachments or other information regarding the RFP if a proposal is submitted from an incomplete RFP.

The deadline for submission of written questions is 4:30 p.m., HST, on March 11, 2006. All written questions will receive a written response from the State on or about March 17, 2006. Inquiries regarding this RFP should be directed to the RFP contact person, Pamela Higa at 820 Mililani Street, Suite 606, Honolulu, Hawaii 96813, telephone: (808) 586-5728, fax: (808) 586-5744, e-mail: [phiga@dhs.hawaii.gov](mailto:phiga@dhs.hawaii.gov).

## PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

<b>NUMBER OF COPIES TO BE SUBMITTED:</b>
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**ALL MAIL-INS MUST BE POSTMARKED BY UNITED STATES POSTAL SERVICE (USPS)  
NO LATER THAN  
March 24, 2006**

**All Mail-ins**

Department of Human Services  
Benefit, Employment & support  
Services Division (BESSD)  
Haseko Center  
820 Mililani St., Suite 606  
Honolulu, Hawaii 96813

**DHS-FSP Coordinator**

Pamela Higa

For further info. or inquiries  
Phone: 586-5728  
Fax: 586-5744

**ALL HAND DELIVERIES WILL BE ACCEPTED AT THE FOLLOWING SITES UNTIL 4:30 P.M., Hawaii  
Standard Time (HST) March 24, 2006.**

**Drop-off Sites**

**Oahu:**

Department of Human Services  
Benefit, Employment and Support Services Division  
Food Stamp Program  
Haseko Center  
820 Mililani St., Suite 606  
Honolulu, Hawaii 96813

**BE ADVISED:** All mail-ins postmarked by USPS after **March 24, 2006** will be rejected.

Hand deliveries will **not** be accepted after **4:30 p.m., HST,**

**March 24, 2006.**

Deliveries by private mail services such as FEDEX shall be considered hand  
deliveries and will not be accepted if received after **4:30 p.m., HST,**  
**March 24, 2006**

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# **Section 1**

## **Administrative Overview**



# Section 1

## Administrative Overview

**Applicants are encouraged to read each section of the RFP thoroughly. While sections such as the administrative overview may appear similar among RFPs, state purchasing agencies may add additional information as applicable. It is the responsibility of the applicant to understand the requirements of *each* RFP.**

### I. Authority

This RFP is issued under the provisions of the Hawaii Revised Statutes (HRS), Chapter 103F and its administrative rules. All prospective applicants are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any prospective applicant shall constitute admission of such knowledge on the part of such prospective applicant.

### II. RFP Organization

This RFP is organized into five sections:

***Section 1, Administrative Overview***--Provides applicants with an overview of the procurement process.

***Section 2, Service Specifications***--Provides applicants with a general description of the tasks to be performed, delineates applicant responsibilities, and defines deliverables (as applicable).

***Section 3, Proposal Application Instructions***--Describes the required format and content for the proposal application.

***Section 4, Proposal Evaluation***--Describes how proposals will be evaluated by the state purchasing agency.

***Section 5, Attachments*** --Provides applicants with information and forms necessary to complete the application.

### III. Contracting Office

The Contracting Office is responsible for overseeing the contract(s) resulting from this RFP, including system operations, fiscal agent operations, and monitoring and assessing provider performance. The Contracting Office is:

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Department of Human Services, State of Hawaii  
 Benefit, Employment & Support Services Division

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820 Mililani Street, Suite 606  
 Honolulu, Hawaii 96813

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Phone (808) 586-5728 Fax: (808) 586-5744

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#### IV. Procurement Timetable

**Note that the procurement timetable represents the State's best estimated schedule. Contract start dates may be subject to the issuance of a notice to proceed.**

Activity	Scheduled Date
Public notice announcing RFP	<u>2/28/06</u>
Distribution of RFP	<u>3/1/06</u>
RFP orientation session	<u>3/6/06</u>
Closing date for submission of written questions for written responses	<u>3/11/06</u>
State purchasing agency's response to applicants' written questions	<u>3/17/06</u>
Proposal submittal deadline	<u>3/24/06</u>
Proposal evaluation period	<u>3/25/06 –</u> <u>3/31/06</u>
Provider selection	<u>3/31/06</u>
Notice of statement of findings and decision	<u>4/3/06</u>
Contract start date	<u>4/13/06</u>

#### V. Orientation

An orientation for applicants in reference to the request for proposals will be held as follows:

**Date:** March 6, 2006 **Time:** 9:00 A.M. – 11:00 A.M. HST  
**Location:** Haseko Center, 820 Mililani Street, BESSD  
Administrative Office, Suite 606, Conference Room #

Applicants are encouraged to submit written questions prior to the orientation. Impromptu questions will be permitted at the orientation and spontaneous answers provided at the state purchasing agency's discretion. However, answers provided at the orientation are only intended as general direction and may not represent the state purchasing agency's position. Formal official responses will be provided in writing. To ensure a written response, any oral questions should be submitted in writing following the close of the orientation, but no later than the submittal deadline for written questions indicated in the next paragraph (VI. Submission of Questions).

## VI. Submission of Questions

Applicants may submit questions to the RFP Contact Person identified in Section 2 of this RFP. All written questions will receive a written response from the state purchasing agency.

Deadline for submission of written questions:

**Date:** March 11, 2006 **Time:** 4:30 P.M. HST

State agency responses to applicant written questions will be provided by:

**Date:** March 17, 2006

## VII. Submission of Proposals

A. **Forms/Formats** - Forms, with the exception of program specific requirements, may be found on the State Procurement Office website at: [www.spo.hawaii.gov](http://www.spo.hawaii.gov), click *Procurement of Health and Human Services* and *For Private Providers*. Refer to the Proposal Application Checklist for the location of program specific forms.

1. **Proposal Application Identification (Form SPO-H-200)** - Provides identification of the proposal.
2. **Proposal Application Checklist** – Provides applicants with information on where to obtain the required forms; information on program specific requirements; which forms are required and the order in which all components should be assembled and submitted to the state purchasing agency.
3. **Table of Contents** - A sample table of contents for proposals is located in Section 5, Attachments. This is a sample and meant as a guide. The table of contents may vary depending on the RFP.
4. **Proposal Application (Form SPO-H-200A)** - Applicant shall submit comprehensive narratives that addresses all of the issues contained in the Proposal Application Instructions, including a cost proposal/budget if required. (Refer to Section 3 of this RFP.)
5. **Registration Form (SPO-H-100A)** – If applicant is not registered with the State Procurement Office (business status), this form must be submitted with the application. If applicant is unsure as to their registration status, they may check the State Procurement Office website at: <http://www.spo.hawaii.gov>, click *Procurement of Health and Human Services*, and *For Private Providers* and *Provider Lists...The List of Registered Private Providers for Use with*

*the Competitive Method of Procurement* or call the State Procurement Office at (808) 587-4706.

- 6. Tax Clearance** – A certified copy of a current valid tax clearance certificate issued by the State of Hawaii, Department of Taxation (DOTAX) and the Internal Revenue Service (IRS) will be required either at the time of proposal submittal or upon notice of award at the discretion of the purchasing agency.

Refer to Section 4, item III.A.1, Administrative Requirements, and the Proposal Application Checklist to see if the tax clearance is required at time of proposal submittal. The tax clearance application may be obtained from the Department of Taxation website at [www.hawaii.gov/tax/tax.html](http://www.hawaii.gov/tax/tax.html).

- B. Program Specific Requirements** - Additional program specific requirements are included in Sections 2 and/or 3, Service Specifications and the Proposal Application Instructions, as applicable. If Federal and/or State certifications are required, they are listed on the Proposal Application Checklist.
- C. Multiple or Alternate Proposals** - Multiple or alternate proposals shall not be accepted unless specifically provided for in Section 2 of this RFP. In the event alternate proposals are not accepted and an applicant submits alternate proposals, but clearly indicates a primary proposal, it shall be considered for award as though it were the only proposal submitted by the applicant.
- D. Proposal Submittal** - Proposals must be postmarked by USPS or hand delivered by the date and time designated on the Proposal Mail-In and Delivery Information Sheet attached to this RFP. Any proposal postmarked or received after the designated date and time shall be rejected. Note that postmarks must be by United States Postal Service or they will be considered hand-delivered and shall be rejected if late. The number of copies required is located on the Proposal Mail-In and Delivery Information Sheet.
- E. Wages and Labor Law Compliance** - Before a provider enters into a service contract in excess of \$25,000, the provider shall certify that it complies with section 103-55, HRS, Wages, hours, and working conditions of employees of contractors performing services. Section 103-55, HRS may be obtained from the Hawaii State Legislature website at <http://www.capitol.hawaii.gov/>. Or go directly to: [http://www.capitol.hawaii.gov/hrscurrent/Vol02\\_Ch0046-0115/HRS0103/HRS\\_0103-0055.htm](http://www.capitol.hawaii.gov/hrscurrent/Vol02_Ch0046-0115/HRS0103/HRS_0103-0055.htm)

- F. Confidential Information** – If an applicant believes any portion of a proposal contains information that should be withheld as confidential, the applicant shall request in writing nondisclosure of designated proprietary data to be confidential and provide justification to support confidentiality. Such data shall accompany the proposal, be clearly marked, and shall be readily separable from the proposal to facilitate eventual public inspection of the non-confidential sections of the proposal.

**Note that price is not considered confidential and will not be withheld.**

## **VIII. Discussions with Applicants**

- A. Prior to Submittal Deadline.** Discussions may be conducted with potential applicants to promote understanding of the purchasing agency's requirements.
- B. After Proposal Submittal Deadline -** Discussions may be conducted with applicants whose proposals are determined to be reasonably susceptible of being selected for award, but proposals may be accepted without discussions, in accordance section 3-143-403, HAR.

## **IX. Opening of Proposals**

Upon receipt of proposal by a state purchasing agency at a designated location, proposals, modifications to proposals, and withdrawals of proposals shall be date-stamped, and when possible, time-stamped. All documents so received shall be held in a secure place by the state purchasing agency and not examined for evaluation purposes until the submittal deadline.

Procurement files shall be open to public inspection after a contract has been awarded and executed by all parties.

## **X. Additional Materials and Documentation**

Upon request from the state purchasing agency, each applicant shall submit any additional materials and documentation reasonably required by the state purchasing agency in its evaluation of the proposals.

## **XI. RFP Amendments**

The State reserves the right to amend this RFP at any time prior to the closing date for the final revised proposals.

## **XII. Final Revised Proposals**

The applicant's final revised proposal, *as applicable* to this RFP, must be postmarked or hand delivered by the date and time specified by the state purchasing agency. Any final revised proposal post-marked or received after the designated date and time shall be rejected. If a final revised proposal is not submitted, the previous submittal shall be construed as their best and final offer/proposal. *The applicant shall submit **only** the section(s) of the proposal that are amended, along with the Proposal Application Identification Form (SPO-H-200).* After final revised proposals are received, final evaluations will be conducted for an award.

## **XIII. Cancellation of Request for Proposal**

The request for proposal may be canceled and any or all proposals may be rejected in whole or in part, when it is determined to be in the best interests of the State.

## **XIV. Costs for Proposal Preparation**

Any costs incurred by applicants in preparing or submitting a proposal are the applicants' sole responsibility.

## **XV. Provider Participation in Planning**

Provider participation in a state purchasing agency's efforts to plan for or to purchase health and human services prior to the state purchasing agency's release of a request for proposals, including the sharing of information on community needs, best practices, and providers' resources, shall not disqualify providers from submitting proposals if conducted in accordance with sections 3-142-202, 3-142-203 and 3-143-618 of the Hawaii Administrative Rules for Chapter 103F, HRS.

## **XVI. Rejection of Proposals**

The State reserves the right to consider as acceptable only those proposals submitted in accordance with all requirements set forth in this RFP and which demonstrate an understanding of the problems involved and comply with the service specifications. Any proposal offering any other set of terms and conditions contradictory to those included in this RFP may be rejected without further notice.

A proposal may be automatically rejected for any one or more of the following reasons: (Relevant sections of the Hawaii Administrative Rules for Chapter 103F, HRS, are parenthesized)

- (1) Rejection for failure to cooperate or deal in good faith. (Section 3-141-201, HAR)
- (2) Rejection for inadequate accounting system. (Section 3-141-202, HAR)
- (3) Late proposals (Section 3-143-603, HAR)
- (4) Inadequate response to request for proposals (Section 3-143-609, HAR)
- (5) Proposal not responsive (Section 3-143-610 (1), HAR)
- (6) Applicant not responsible (Section 3-143-610 (2), HAR)

## **XVII. Notice of Award**

A statement of findings and decision shall be provided to all applicants by mail upon completion of the evaluation of competitive purchase of service proposals.

Any agreement arising out of this solicitation is subject to the approval of the Department of the Attorney General as to form, and to all further approvals, including the approval of the Governor, required by statute, regulation, rule, order or other directive.

No work is to be undertaken by the awardee prior to the contract commencement date. The State of Hawaii is not liable for any costs incurred prior to the official starting date.

## **XVIII. Protests**

Any applicant may file a protest against the awarding of the contract. The Notice of Protest form, SPO-H-801, is available on the SPO website (see the Proposal Application Checklist in Section 5 of this RFP. Only the following matters may be protested:

- (1) A state purchasing agency's failure to follow procedures established by Chapter 103F of the Hawaii Revised Statutes;
- (2) A state purchasing agency's failure to follow any rule established by Chapter 103F of the Hawaii Revised Statutes; and
- (3) A state purchasing agency's failure to follow any procedure, requirement, or evaluation criterion in a request for proposals issued by the state purchasing agency.

The Notice of Protest shall be mailed by USPS or hand delivered to the head of the state purchasing agency conducting the protested procurement and the procurement officer who is conducting the procurement (as indicated below)

within five working days of the postmark of the Notice of Findings and Decision sent to the protestor. Delivery services other than USPS shall be considered hand deliveries and considered submitted on the date of actual receipt by the state purchasing agency.

<b>Head of State Purchasing Agency</b>	<b>Procurement Officer</b>
Name: Lillian B. Koller, Esq.	Name: Lillian B. Koller, Esq.
Title: Director	Title: Director
Mailing Address: P. O. Box 339 Honolulu, HI 96809-0339	Mailing Address: P. O. Box 339 Honolulu, HI 96809-339
Business Address: 1390 Miller Street Honolulu, HI 96813	Business Address: 1390 Miller Street Honolulu, HI 96813

### **XIX. Availability of Funds**

The award of a contract and any allowed renewal or extension thereof, is subject to allotments made by the Director of Finance, State of Hawaii, pursuant to Chapter 37, HRS, and subject to the availability of State and/or Federal funds.

### **XX. Monitoring and Evaluation**

The criteria by which the performance of the contract will be monitored and evaluated are:

- (1) Performance/Outcome Measures
- (2) Output Measures
- (3) Quality of Care/Quality of Services
- (4) Financial Management
- (5) Administrative Requirements

### **XXI. General and Special Conditions of Contract**

The general conditions that will be imposed contractually are on the SPO website. (See Section 5, Proposal Application Checklist for the address). Special conditions may also be imposed contractually by the state purchasing agency, as deemed necessary.

### **XXII. Cost Principles**

In order to promote uniform purchasing practices among state purchasing agencies procuring health and human services under Chapter 103F, HRS, state purchasing agencies will utilize standard cost principles outlined in Form



SPO-H-201 which is available on the SPO website (see section 5, the Proposal Application Checklist). Nothing in this section shall be construed to create an exemption from any cost principle arising under federal law.

# **Section 2**

## **Service Specifications**

## I. Introduction

### Overview, purpose or need

- A. The purpose of this RFP is to solicit proposals for outreach services to increase Food Stamp Participation. The Food Stamp Program (FSP) is one of several programs administered by DHS, Benefit Employment and Support Services Division (BESSD). The program is a nutrition assistance program, and is the largest Federal nutrition assistance program under the United States Department of Agriculture, Food and Nutrition Services (FNS). FSP is a nationwide program and managed directly in each state by a state agency. The program helps low-income households increase their food purchasing power by providing monthly benefits that can be used to purchase eligible food items from authorized retail food stores. A household's gross monthly income cannot exceed 130 percent of the federal poverty guidelines and its net income cannot exceed 100 percent of the guidelines. According to the Census Bureau, Statistics on Poverty, 2000, poverty in Hawaii increased by 43%, which represents the largest percentage increase in any state in the nation. During this period, the state has experienced a slow decline in the participation rate for the Food Stamp Program. Continuing this downward trend, Hawaii is among the 10 states with the greatest percentage decline in participation from January 2000 to January 2004 as provided in Food Research and Action Center, State of the States, 2004, April 2004. The FSP would like to take steps to ensure that potentially eligible households have access to participate and receive benefits. The FSP would like to promote the program through outreach activities and use strategies that are coordinated with community based initiatives in order to optimize outreach efforts. The FSP desires to develop a strong relationship with private non-profit organizations with strong community ties in efforts to draw from diverse resources.

The Food Stamp Act of 1977 provides that state agencies which administer the Food Stamp Program, have the opportunity to inform low income households about the availability, eligibility requirements, application procedures and benefits of the Food Stamp Program (FSP) and receive Federal matching funds. To receive federal matching funds, the stage agency must submit a plan which provides specific information on the scope, design and financing of the projects, including sources of matching funds. FNS pays the state agency and the state agency in turn pays any contractors it has procured to conduct local outreach activities. The state's share of matching funds can be derived from state cash, contributions from other governmental state or local agencies and institutions and outreach expenses paid out by an approved non-governmental contractor.

The Outreach Plan Guidance can be found at [http://www.fns.usda.gov/fsp/outreach/pdfs/Outreach\\_Plan\\_Guidance.pdf](http://www.fns.usda.gov/fsp/outreach/pdfs/Outreach_Plan_Guidance.pdf).

More information on the Food Stamp Program can be found at [http://www.fns.usda.gov/fsp/applicant\\_recipients/about\\_fsp.htm](http://www.fns.usda.gov/fsp/applicant_recipients/about_fsp.htm)

**B. Description of the goals of the service**

The goal of the service is to increase the participation in the Food Stamp Program

**C. Description of the target population to be served**

The overall target population is the general statewide population, however, the offeror shall conduct an assessment of community needs, specifying who may be best targeted with food stamp outreach

**D. Geographic coverage of service**

This service is to cover the State of Hawaii.

**E. Probable funding amounts, source, and period of availability**

Federal matching funds. Matching funds for outreach activities are available to States that have an approved Outreach Plan. FNS pays the State agency 50 percent of the State agency's total allowable outreach expenditures for Food Stamp Program outreach activities. For example, if the state agency has \$100 in costs, it would draw \$50 in State funds and \$50 in Federal funds to cover the State's expenses. The state portion of the match must be one or a combination of the following:

- 1) State cash - subject to availability of funds
- 2) Contributions (cash and in-kind) from other governmental state or local agencies and institutions
- 3) Outreach expenses paid out by an approved non-governmental contractor. Private organizations that perform approved outreach activities under contract can, with state and federal approval, receive 50 percent matching funds for their allowable expenses. Private shares eligible for the match include money provided by third-party donors as well as expenses paid out by non-governmental contractors.

Agencies can use a combination of the above source funding to develop their budget. The amount of state cash share is contingent on availability and appropriation. The budget should demonstrate that the plan results are commensurate with the cost of the project. If the proposal is selected and state cash is available, the state may provide funds at an amount that it judges the project can be implemented with.

The offeror shall include a budget narrative that clearly explains and justifies these costs share. More information concerning allowable federal fiscal

policies can be found at the following web site:

[http://www.fns.usda.gov/fsp/outreach/pdfs/Outreach\\_Plan\\_Guidance.pdf](http://www.fns.usda.gov/fsp/outreach/pdfs/Outreach_Plan_Guidance.pdf).

## II. General Requirements

- A. Specific qualifications or requirements, including but not limited to licensure or accreditation**

- B. Secondary purchaser participation**  
(Refer to §3-143-608, HAR)

After-the-fact secondary purchases will be allowed.

Planned secondary purchases

There are no plans for secondary purchase

- C. Multiple or alternate proposals**  
(Refer to §3-143-605, HAR)

☐ Allowed ☒ Unallowed

- D. Single or multiple contracts to be awarded**  
(Refer to §3-143-206, HAR)

☒ Single ☐ Multiple ☐ Single & Multiple

Criteria for multiple awards:

- E. Single or multi-term contracts to be awarded**  
(Refer to §3-149-302, HAR)

☐ Single term ( $\leq 2$  yrs) ☒ Multi-term ( $> 2$  yrs.)

Contract terms:

Initial term of contract: Initial term of contract is from April 7, 2006 through June 30, 2006. Three (3) months

Length of each extension: twelve (12) months

Number of possible extensions: two (2)

Maximum length of contract: three years

The initial period shall commence on the contract start date or “Notice to Proceed”, whichever is earlier.

Conditions for extension: The contract for the proposed services may be extended without the necessity of re-bidding, subject to appropriation and availability of funds to DHS, community need, and the State's determination of satisfactory provider performance, or unless this Agreement is terminated. The option to extend the services will be offered in writing by the Department, at least sixty (60) days prior to expiration of the contract. No supplementary agreement shall be binding upon the Department until the agreement has been fully and properly executed by all parties thereto prior to the start date of agreement. The provider shall not provide any services until the agreement is fully and properly executed.

**F. RFP contact person**

The individual listed below is the sole point of contact from the date of release of this RFP until the selection of the successful provider or providers. Written questions should be submitted to the RFP contact person and received on or before the day and time specified in Section I, Item IV (Procurement Timetable) of this RFP. Contact Pamela Higa at 586-5728.

**III. Scope of Work**

The scope of work encompasses the following tasks and responsibilities:

**A. Service Activities**

(Minimum and/or mandatory tasks and responsibilities)

- 1) The FSP is interested in developing partnerships between the state agency and private non-profit organizations, including faith based and community based organizations thereby enhancing the FSP's communication with the communities served,. The efforts of activities between the FSP and partnering agency(s) must be integrated into an effective plan. The offeror shall develop outreach activities that ensure that the partnerships and procedures implemented in this plan are long term and sustainable.
- 2) An assessment of the community's needs can be performed, specifying who may be best targeted with food stamp outreach. The proposal may include plans for an independent research organization to be sub contracted to do an in-depth analysis of the factors causing food stamp non participation with recommendations for outreach initiatives.
- 3) The offeror shall include, in their proposal, outreach activities which strive to increase the food stamp participation by marketing the program, helping applicants complete the application forms, screening or pre-qualifying applicants, out-stationing outreach workers whose purpose is to attract or recruit food stamp applicants and, expanding the range and number of places people can go to get information and assistance with their food stamp application. These activities should focus on getting potentially eligible food

stamp applicants through the application process and if eligible, into the program.

4) The offeror shall include a proposal evaluation process that will measure whether the goals of the project have been met. The evaluation should focus on measuring the impact the project seeks to make.

5) The offeror shall provide a timeline which demonstrates that sufficient time is allotted for proposed tasks.

## **B. Management Requirements (Minimum and/or mandatory requirements)**

### **1. Personnel**

The offeror shall designate a Point of Contact that will be the liaison between the offeror and the Department of Human Services.

### **2. Administrative**

The offeror, upon request by the State, shall meet with representatives of the state to discuss the progress of the project on a monthly basis. The purpose of these meetings will be to:

- a) Ensure that the efforts of “all” partners are involved in the development and implementation of project activities and are integrated into an effective project.
- b) Ensure that the plan activities conform with the food stamp regulations.
- c) Determine that timelines are being met.

### **3. Quality assurance and evaluation specifications**

The offeror shall be responsible for keeping comprehensive records of all expenditures available for monitoring by DHS staff or designee. These records shall include, but are not limited to:

- a) Copies of approved purchase orders signed by the appropriate authority;
- b) Copies of invoices, packing slips, receipts, credit/debit memos and other vendor documents; and
- c) Other appropriate internal accounting statements and reconciliation schedules.

The offeror shall be responsible for keeping comprehensive program records, available for monitoring by DHS staff. Monitoring will consist of comparing reported data with offeror’s documents used to summarize data. These records shall include, but are not limited to:

- a) Notes of meetings; and
- b) Documentation of the various service activities

The FSP will conduct periodic monitoring and evaluation of the project, including outreach activities at sites to monitor compliance with the administrative cost-sharing agreement and the terms of contracts between FSP and the selected agency. Review activity will include at a minimum:

- a) Review of financial integrity to include the documentation and identification of costs, identification of state match sources, and documentation that costs are properly allocated;
- b) Account for any program income;
- c) Ensure that appropriate time and effort reporting documents are kept
- d) Observation of Outreach Plan delivery to ensure that it is consistent with methods approved by FNS; and
- e) Review of targeting and delivery to Food Stamp Program eligibles.

#### **4. Output and performance/outcome measurements**

The offeror shall be responsible for collecting and compiling information from all sources and, compiling data to show the total number of applications prescreened, the number assessed as potentially eligible, the number of applications completed, the number of applications filed and the disposition on applications that were filed. Procedures for tracking, collecting, monitoring and compiling data will be negotiated.

The offeror shall submit a quarterly progress report. The report must provide a brief description of the project activities conducted during the reporting period, major accomplishments with completion dates and budget deviations from the proposed plan, difficulties encountered and solutions developed, and major planned activities for the next quarter. The final progress report should be a project summary that includes lessons learned and future implications for the State.

#### **5. Experience**

The applicant shall demonstrate that it has the necessary skills, abilities, knowledge of and experience relating to the delivery of the proposed services. The applicant shall also provide a listing of verifiable experience with projects or contracts for the most recent five years that are pertinent to the proposed services.



**6. Coordination of services**

The applicant shall demonstrate the capability to coordinate services with other agencies and resources in the community.

**7. Reporting requirements for program and fiscal data**

The offeror shall submit monthly expenditure reports for the operation for the program that serve as invoices for reimbursement. The form “Subgrantees Invoice and Expenditure Report” (SIER) shall be the official form used for the subgrantee to request funds for the contract. See Attachment E.

**8. Pricing structure or pricing methodology to be used**

The applicant shall comply with the Chapter 103F, HRS Cost Principle for Purchase of Health and Human Services identified in SPO-H-201 (Effective 10/1/98) which can be found in the POS Manual. Cost principles represent guidelines in determining which types of expenditures will be reimbursed, payment dollar limits, payment policy constraints, and requirements for verification and documentation. The budget amount for the operation for the project must not exceed the amount stated in the RFP if a budget amount is provided by the State. The offeror shall abide by all the federal regulations as legislated by Public Law 101-508, Omnibus budget Reconciliation Act of 1990. Any expenditures made or authorized by the offeror which are subsequently determined by the federal government to be unallowable shall be repaid to the state or offset against any other funds to which the offeror may be entitled.

The applicant shall submit a cost proposal utilizing the cost reimbursement pricing structure. Please see Section 3, Sub Section V, at Page 3-3 for a brief explanation of “cost reimbursement” pricing structure.

**9. Units of service and unit rate**

Not applicable.

**IV. Facilities**

Not applicable.

## **Section 3**

# **Proposal Application Instructions**

## Section 3

# Proposal Application Instructions

### General instructions for completing applications:

- *Proposal Applications shall be submitted to the state purchasing agency using the prescribed format outlined in this section.*
- *The numerical outline for the application, the titles/subtitles, and the applicant organization and RFP identification information on the top right hand corner of each page should be retained. The instructions for each section however may be omitted.*
- *Page numbering of the Proposal Application should be consecutive, beginning with page one and continuing through for each section. **See sample table of Contents***
- *Proposals may be submitted in a three ring binder (Optional).*
- *Tabbing of sections (Recommended).*
- *Applicants must also include a Table of Contents with the Proposal Application. A sample format is reflected in Section 5, Attachment B of this RFP.*
- *A written response is required for **each** item unless indicated otherwise. Failure to answer any of the items will impact upon an applicant's score.*
- *Applicants are **strongly** encouraged to review evaluation criteria in Section 4, Proposal Evaluation when completing the proposal.*
- *This form (SPO-H-200A) is available on the SPO website (for the website address see the Proposal Application Checklist in Section 5, Attachments). However, the form will not include items specific to each RFP. If using the website form, the applicant must include all items listed in this section.*

### The Proposal Application comprises the following sections:

- *Proposal Application Identification Form*
- *Table of Contents*
- *Program Overview*
- *Experience and Capability*
- *Project Organization and Staffing*
- *Service Delivery*
- *Financial*
- *Other*

### I. Program Overview

Applicant shall give a brief overview to orient evaluators as to the program/services being offered.

## **II. Experience and Capability**

### **A. Necessary Skills**

The applicant shall demonstrate that it has the necessary skills, abilities, and knowledge relating to the delivery of the proposed services.

### **B. Experience**

The applicant shall provide a description of projects/contracts pertinent to the proposed services. Applicant shall include points of contact, address, e-mail/phone numbers. The state reserves the right to contact references to verify experience.

### **C. Quality Assurance and Evaluation**

The applicant shall describe its own plans for quality assurance and evaluation for the proposed services, including methodology.

### **D. Coordination of Services**

The applicant shall demonstrate the capability to coordinate services with other agencies and resources in the community.

### **E. Facilities**

The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the proposed services. If facilities are not presently available, describe plans to secure facilities. Also describe how the facilities meet ADA requirements, as applicable, and special equipment that may be required for the services.

## **III. Project Organization and Staffing**

### **A. Staffing**

#### **1. Proposed Staffing**

The applicant shall describe the proposed staffing pattern, client/staff ratio and proposed caseload capacity appropriate for the viability of the services. (Refer to the personnel requirements in the Service Specifications, as applicable.)

#### **2. Staff Qualifications**

The applicant shall provide the minimum qualifications (including experience) for staff assigned to the program. (Refer to the qualifications in the Service Specifications, as applicable)

## **B. Project Organization**

### **1. Supervision and Training**

The applicant shall describe its ability to supervise, train and provide administrative direction relative to the delivery of the proposed services.

### **2. Organization Chart**

The applicant shall reflect the position of each staff and line of responsibility/supervision. (Include position title, name and full time equivalency) Both the “Organization-wide” and “Program” organization charts shall be attached to the Proposal Application.

## **IV. Service Delivery**

Applicant shall include a detailed discussion of the applicant’s approach to applicable service activities and management requirements from Section 2, Item III. - Scope of Work, including (if indicated) a work plan of all service activities and tasks to be completed, related work assignments/responsibilities and timelines/schedules.

## **V. Financial**

### **A. Pricing Structure**

Applicant shall submit a cost proposal utilizing the cost reimbursement pricing structure. The cost proposal shall be attached to the Proposal Application.

#### **Pricing Structure Based On Cost Reimbursement**

The cost reimbursement pricing structure reflects a purchase arrangement in which the state pays the contractor for budgeted costs that are actually incurred in delivering the services specified in the contract, up to a stated maximum obligation.

“Cost” is defined to include the billable hours for the service. The offeror shall include in their proposed budget the dollar amount that will be charged for billable hours.

All budget forms, instructions and samples are located on the SPO website (see the Proposal Application Checklist in Section 5 for website address). The following budget form(s) shall be submitted with the Proposal Application:

SPO-H-205	Budget
SPO-H-206A	Budget Justification-Personnel: Salaries & Wages
SPO-H-206B	Budget Justification-Personnel: Payroll Taxes, Assessment & Fringe Benefits
SPO-H-206C	Budget Justification-Travel: Inter-Island
SPO-H-206E	Budget Justification-Contractual Services: Administrative
SPO-H-206F	Budget Justification-Depreciation
SPO-H-206G	Budget Justification-Depreciation
SPO-H-206H	Budget Justification-Program Activities
SPO-H-206I	Budget Justification-Equipment Purchases
SPO-H-206J	Budget Justification –Motor Vehicle

## **B. Other Financial Related Materials**

### **1. Accounting System**

In order to determine the adequacy of the applicant's accounting system as described under the administrative rules, the following documents are requested as part of the Proposal Application (may be attached):

- 1) Offeror is to submit the organization's financial statements for the period ending December 31, 2005.
- 2) Offeror is to submit a copy of the organization's financial policies that relate to the expenditure of funds for this project.

## **VI. Other**

### **A. Litigation**

The applicant shall disclose any pending litigation to which they are a party, including the disclosure of any outstanding judgment. If applicable, please explain.

# **Section 4**

## **Proposal Evaluation**

## Section 4

### Proposal Evaluation

#### I. Introduction

The evaluation of proposals received in response to the RFP will be conducted comprehensively, fairly and impartially. Structural, quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation.

#### II. Evaluation Process

The procurement officer or an evaluation committee of designated reviewers selected by the head of the state purchasing agency or procurement officer shall review and evaluate proposals. When an evaluation committee is utilized, the committee will be comprised of individuals with experience in, knowledge of, and program responsibility for program service and financing.

The evaluation will be conducted in three phases as follows:

- Phase 1 - Evaluation of Proposal Requirements
- Phase 2 - Evaluation of Proposal Application
- Phase 3 - Recommendation for Award

#### Evaluation Categories and Thresholds

<u>Evaluation Categories</u>		<u>Possible Points</u>
<i>Administrative Requirements</i>		
<i>Proposal Application</i>		<b>100 Points</b>
Program Overview	0 points	
Merit of Project Design	30 Points	
Experience and Capability	20 points	
Project Organization and Staffing	20 points	
Service Delivery	20 points	
Financial	10 Points	
<b>TOTAL POSSIBLE POINTS</b>		<b>100 Points</b>



### III. Evaluation Criteria

#### A. Phase 1 - Evaluation of Proposal Requirements

##### 1. Administrative Requirements

The proposal shall include resumes that demonstrate that the proposed staff have the appropriate technical and experiential backgrounds for their proposed roles. Or, the proposal shall include job descriptions for positions that must be advertised.

##### 2. Proposal Application Requirements

- Proposal Application Identification Form (Form SPO-H-200)
- Table of Contents
- Program Overview
- Experience and Capability
- Project Organization and Staffing
- Service Delivery
- Financial (All required forms and documents)
- Program Specific Requirements (as applicable)

#### B. Phase 2 - Evaluation of Proposal Application (100 Points)

**Program Overview:** No points are assigned to Program Overview. The intent is to give the applicant an opportunity orient evaluators as to the service(s) being offered.

##### 1. Merit of Project Design (30 points)

The proposal demonstrates a direct effect on the food stamp participation rate and provides evidence that the service delivery and project design will simplify the food stamp application process for the applicant/recipient. It spells a clear progression from idea to practice in the Food Stamp Program. It describes the impact the project is expected to make. Impact can be described in terms of; a) percentage of the FSP's participant caseload that is expected to benefit, b) the size of impact on a specific population, c) degree of improvement applicants/participants are expected to experience.

The proposal shows thought, analysis, clarity, and the use of relevant facts and knowledge. The proposal shows that the project has the potential to be sustained after the contract period ends and/or the funding of the project is no longer available. The proposal shows evidence of cooperative planning among partners, cooperative

implementation of the project, and clearly delineates the roles and responsibilities of the partners. If letters of endorsements are submitted, they clearly outline the partnerships.

The plan proposes an innovative development of new or revised Food Stamp Processing systems.

## ***2. Experience and Capability (20 Points)***

The State will evaluate the applicant's experience and capability relevant to the proposal contract, which shall include:

### **A. Necessary Skills**

- Demonstrated skills, abilities, and knowledge relating to the delivery of the proposed services. \_\_\_\_\_

### **B. Experience**

- The proposal establishes the applying organization's credibility and capabilities. \_\_\_\_\_

### **C. Quality Assurance and Evaluation**

- Sufficiency of quality assurance and evaluation plans for the proposed services, including methodology. \_\_\_\_\_

### **D. Coordination of Services**

- Demonstrated capability to coordinate services with other agencies and resources in the community. \_\_\_\_\_

### **E. Facilities**

- Adequacy of facilities relative to the proposed services. \_\_\_\_\_
- Demonstrate how the organization is or will be equipped with the infrastructure and systems to provide all of the requirements for implementing the proposed project, including the capability for collecting data. \_\_\_\_\_

### 3. *Project Organization and Staffing (20 Points)*

The State will evaluate the applicant's overall staffing approach to the service that shall include:

#### A. *Staffing*

- Proposed Staffing: That the proposed staffing pattern, client/staff ratio, and proposed caseload capacity is reasonable to insure viability of the services. \_\_\_\_\_
- Staff Qualifications: Minimum qualifications (including experience) for staff assigned to the program. \_\_\_\_\_
- \_\_\_\_\_

#### B. *Project Organization*

- Supervision and Training: Demonstrated ability to supervise, train and provide administrative direction to staff relative to the delivery of the proposed services. \_\_\_\_\_
- Organization Chart: Approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks. \_\_\_\_\_

### 4. *Service Delivery (20 Points)*

- Describes the overall program content and design. \_\_\_\_\_
- Demonstrates an understanding of the various service activities and sequence of events. \_\_\_\_\_
- Presents evidence of cooperation and collaboration, and willingness to follow DHS requirements policies and procedures \_\_\_\_\_
- Demonstrates an understanding of the target group. \_\_\_\_\_
- Demonstrates knowledge of case documentation and case record maintenance. \_\_\_\_\_
- Demonstrates knowledge of handling customer service and complaints. \_\_\_\_\_
- Provides for public relations and community collaboration. \_\_\_\_\_
- Describes staff/program management activities. \_\_\_\_\_
- The proposal includes a project timeline which demonstrates that sufficient time is allotted for proposed tasks \_\_\_\_\_

- The project can be implemented within the rubric of Food Stamp Program law, policy and practice \_\_\_\_\_

**5. Financial (10 Points)**

Pricing structure based on cost reimbursement. Personnel costs are reasonable and comparable to positions in the community. Non-personnel costs are reasonable and adequately justified. The budget fully supports the scope of service and requirements of the Request for Proposal. Adequacy of accounting system.

**C. Phase 3 - Recommendation for Award**

Each notice of award shall contain a statement of findings and decision for the award or non-award of the contract to each applicant.

# **Section 5**

## **Attachments**

- A. Proposal Application Checklist
- B. Sample Table of Contents
- C. Special Conditions

**ATTACHMENT A**  
**PROPOSAL APPLICATION CHECKLIST**

## Proposal Application Checklist

Applicant: \_\_\_\_\_ RFP No.: \_\_\_\_\_

The applicant's proposal must contain the following components in the order shown below. This checklist must be signed, dated and returned to the state purchasing agency as part of the Proposal Application. \*SPO-H forms are located on the web at <http://www.spo.hawaii.gov> Click *Procurement of Health and Human Services* and *For Private Providers*.\*

Item	Reference in RFP	Format/Instructions Provided	Required by Purchasing Agency	Completed by Applicant
<b>General:</b>				
Proposal Application Identification Form (SPO-H-200)	Section 1, RFP	SPO Website*	<b>X</b>	
Proposal Application Checklist	Section 1, RFP	Attachment A	<b>X</b>	
Table of Contents	Section 5, RFP	Section 5, RFP	<b>X</b>	
Proposal Application (SPO-H-200A)	Section 3, RFP	SPO Website*	<b>X</b>	
Registration Form (SPO-H-100A)	Section 1, RFP	SPO Website*	<b>(Required if not Registered)</b>	
Tax Clearance Certificate (Form A-6)	Section 1, RFP	Dept. of Taxation Website (Link on SPO website)*	<b>X</b>	
Cost Proposal (Budget)			<b>X</b>	
SPO-H-205	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-205A	Section 3, RFP	SPO Website* Special Instructions is applicable, Section 5	<b>X</b>	
SPO-H-205B	Section 3, RFP,	SPO Website* Special Instructions, Section 5	<b>X</b>	
SPO-H-206A	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206B	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206C	Section 3, RFP	SPO Website*		
SPO-H-206D	Section 3, RFP	SPO Website*		
SPO-H-206E	Section 3, RFP	SPO Website*		
SPO-H-206F	Section 3, RFP	SPO Website*		
SPO-H-206G	Section 3, RFP	SPO Website*		
SPO-H-206H	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206I	Section 3, RFP	SPO Website*		
SPO-H-206J	Section 3, RFP	SPO Website*		
<b>Certifications:</b>				
<b>Federal Certifications</b>				
Debarment & Suspension		Section 5, RFP		
Drug Free Workplace		Section 5, RFP		
Lobbying		Section 5, RFP		
Program Fraud Civil Remedies Act		Section 5, RFP		
Environmental Tobacco Smoke		Section 5, RFP		
<b>Program Specific Requirements:</b>				
Organization Chart	Section 3, RFP	POS Manual	<b>X</b>	

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date

**ATTACHMENT B**  
**SAMPLE TABLE OF CONTENTS**



## **Proposal Application Table of Contents**

<b>I.</b>	<b>Program Overview .....</b>	<b>1</b>
<b>II.</b>	<b>Experience and Capability .....</b>	<b>1</b>
	A. Necessary Skills .....	2
	B. Experience.....	4
	C. Quality Assurance and Evaluation .....	5
	D. Coordination of Services.....	6
	E. Facilities .....	6
<b>III.</b>	<b>Project Organization and Staffing.....</b>	<b>7</b>
	A. Staffing.....	7
	1. Proposed Staffing.....	7
	2. Staff Qualifications .....	9
	B. Project Organization.....	10
	1. Supervision and Training .....	10
	2. Organization Chart (Program & Organization-wide) (See Attachments for Organization Charts)	
<b>IV.</b>	<b>Service Delivery .....</b>	<b>12</b>
<b>V.</b>	<b>Financial.....</b>	<b>20</b>
	See Attachments for Cost Proposal	
<b>VI.</b>	<b>Litigation.....</b>	<b>20</b>
<b>VII.</b>	<b>Attachments</b>	
	A. Cost Proposal	
	SPO-H-205 Proposal Budget	
	SPO-H-206A Budget Justification - Personnel: Salaries & Wages	
	SPO-H-206B Budget Justification - Personnel: Payroll Taxes and Assessments, and Fringe Benefits	
	SPO-H-206C Budget Justification - Travel: Interisland	
	SPO-H-206E Budget Justification - Contractual Services – Administrative	
	B. Other Financial Related Materials	
	Financial Audit for fiscal year ended June 30, 1994	
	C. Organization Chart	
	Program	
	Organization-wide	
	D. Performance and Output Measurement Tables	
	Table A	
	Table B	
	Table C	
	E. Program Specific Requirements	

**ATTACHMENT C**  
**SPECIAL CONDITONS**

## **SPECIAL CONDITIONS**

### **1. Time of Performance**

- a. The PROVIDER shall provide the services required under this Agreement for a period of three months, from April, 2006 to and including June 30, 2006, unless otherwise terminated.
- b. The State, at its option, may extend this Agreement in writing for three (3) additional twelve month period, not to exceed a total of thirty six (36) months of services ending on June 30, 2009, subject to appropriation and availability of funds, the state's determination of satisfactory provider performance and community need, or unless this Agreement is sooner terminated as hereinafter provided.

### **2. Confidentiality**

The PROVIDER shall keep records to document information acquired about the recipients or given or made available by the recipients served under this Agreement. All such information shall be considered confidential and shall not be disclosed by the PROVIDER except as otherwise allowed by Hawai'i Revised Statute §346-10, and Hawai'i Administrative Rules §17-601, and only after prior written notification to DHS.

### **3. Maintain Records**

The Provider shall maintain statistical and administrative records pertaining to services of this Agreement. The records shall be subject at reasonable times to inspection or review by the State representatives directly connected with the program area under this Agreement. All records shall be retained and made accessible for a minimum of six years after the date of submission of the PROVIDER's final report to the STATE; provided that, in the event any litigation, claim, negotiation, investigation, audit or other action involving the records has been started before the expiration of the 6-year period, the PROVIDER shall retain records until completion of the action and resolution of all issues that arise from it or until the end of the regular 6-year retention period, whichever occurs later.

### **4. Purchase of Equipment, Furniture, Supplies and Telecom Request**

- a) The PROVIDER shall get prior approval for the initial purchase of equipment, furniture, supplies, etc., which are required for this Agreement. Subsequent purchases of equipment (that has a useful life of more than one year and an acquisition cost of \$250 or more) shall require prior approval.
- b) The PROVIDER shall transfer possession of equipment, furniture and supplies purchased by the Department upon termination of the contract.
- c) The PROVIDER shall submit a telecom request to install or de-install any server, computers and printer-related equipment, and telecommunication.

5. **Publications**

- a) The PROVIDER shall submit all reports and written publications resulting from this Agreement for review, comment and approval prior to publication.
- b) STATE shall have complete ownership of all material, both finished and unfinished, which is developed, prepared, assembled, or conceived by the PROVIDER pursuant to this Agreement. The PROVIDER shall retain a royalty-free, nonexclusive and irrevocable license to utilize the materials for educational, research and scientific purposes. Any data or reports developed and published by the PROVIDER shall include appropriate acknowledgement of support from the State of Hawaii, Department of Human Services.

6. **HIPAA**

In this Agreement “HIPAA” means the Administrative Simplification provisions of the *Health Insurance Portability and Accountability Act of 1996*, Pub. L. NO. 104-191. PROVIDER is a “health care provider” under HIPAA. A “covered entity”, is a health care provider that transmits information in a standard electronic transaction under 45 CFR Parts 160 and 162. If PROVIDER is or becomes a “covered entity”, then PROVIDER must comply with all of the rules adopted to implement HIPAA, including rules for privacy of individually identifiable information, security of electronic protected health information, transactions and code sets, and national employer and provider identifiers. See, 45 CFR Parts 160, 162 and 164.

7. **Federal Audit Requirement**

The PROVIDER, when required, shall have an independent certified public accountant conduct a financial and compliance audit in accordance with the guidelines of the Office of Management and Budget (OMB) Circular No. A-133, “Revised, Audit Requirements for the State, Local Governments, and Non-Profit Organizations.”